



BlueCross BlueShield of Western New York

## **DMCCU is all about you**

DMCCU stands for Disease Management Centralized Care Unit (DMCCU). The BlueCross BlueShield of Western New York DMCCU program gives you a choice and a voice in how to care for your health. DMCCU case managers are licensed nurses or social workers. With their help, you will learn to better manage your condition and improve your quality of life.

### **How it works**

DMCCU case managers work with you by phone to create health goals and develop a plan to reach them. They educate you about your condition and help you take more control of your care.

### **Who can take part?**

Any BlueCross BlueShield member with any of the following:

- Behavioral health conditions such as depression, schizophrenia, bipolar disorder and substance use disorder
- Heart conditions such as congestive heart failure (CHF), hypertension and coronary artery disease (CAD)
- Diabetes
- HIV/AIDS
- Lung conditions such as asthma and chronic obstructive pulmonary disease (COPD)

BlueCross BlueShield includes you in our programs unless you choose to opt out. You can choose to opt out at any time.

BlueCross BlueShield also assists with weight management and smoking cessation services.

### **DMCCU services**

If you take part in the DMCCU program, you will get:

- One-on-one help from a case manager to help you manage your health.
- Help to make sure you have the right medical equipment for your health condition.
- Screenings for other problems.
- Information about local caregivers.
- News about the most up-to-date treatment for your condition.
- Help with coordinating care between your primary care provider and other specialists.

To serve you better, we also:

- Keep track of your progress with any health condition you are being treated for.
- Give your doctors information on the latest treatments for your condition.
- Give you and your doctor updates on your health.



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- Ask you about how we can help you.
- Ask you for your ideas to find ways to make the program even better.

### How to participate

Call 1-888-830-4300 (TTY 711) toll free. You will be asked some questions about your health to help get you started. You can also ask to be enrolled online by emailing us your name and phone number at [dmself-referral@bcbswny.com](mailto:dmself-referral@bcbswny.com). Please be aware that although some emails exchanged over the Internet are usually safe from unauthorized interference, there is some risk third parties may access these emails without your permission or knowledge. By sending your information by email, you acknowledge that the email might be accessed by an unauthorized third party.

### Call your case manager

- 8:30 a.m. to 5:30 p.m. local time, Monday through Friday.
- Toll free at 1-888-830-4300 (people who are deaf or hard of hearing should dial 711).
- Leave a private message for your case manager 24 hours a day.

### Other health care resources

- For routine health questions, call your primary care provider.
- In an emergency, call 911.
- For help anytime, 24 hours a day, 7 days a week, call our 24/7 NurseLine toll-free at 1-866-231-0847 (TTY 711).

### Rights and responsibilities

As a member enrolled in the DMCCU program, you have certain rights and responsibilities.

You have the right to:

- Get details about us, including:
  - Programs and services we provide.
  - Our staff and their qualifications.
  - Any contractual relationships.
- Opt out of DMCCU services.
- Know which case manager is handling your disease management services, as well as how to ask for a change.
- Get support from us to make health care choices with your providers.
- Be told about all disease management-related treatment options mentioned in clinical guidelines (even if a treatment is not covered), and to discuss options with treating providers.
- Have personal data and medical information kept private.



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- Know who has access to your information and know our procedures used to ensure security, privacy and confidentiality.
- Be treated politely and with respect by our staff.
- File complaints to Empire and receive guidance on how to use the complaint process, including our standards of timeliness for responding to and resolving issues of quality and complaints.
- Receive information that is clear and easy to understand.

You also have a responsibility to:

- Follow the plan of care you and your case manager agree on.
- Provide us with information needed to carry out our services.
- Tell us and your provider if you decide to leave from the program.

For a written version of your DMCCU Rights and Responsibilities or information on this website, please print this page or call your case manager at 1-888-830-4300 (TTY 711).

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